



Disaster Healthcare Volunteers DHV Journal



Informing Healthcare Volunteers About Emergency Medical Response Efforts in California

Winter 2020/2021

In this Issue:

Page Article

1. [Manager's Message](#)
2. [MRC Corner](#)
3. [CAL-MAT Corner](#)
- 4-9. [COVID-19 Response Efforts - DHV & MRC](#)
10. [Disaster Training Opportunities](#)
11. [DHV "User Tips"](#)
12. [DHV System Opportunities](#)
13. [DHV is California's ESAR-VHP Program](#)
14. [Have you updated your DHV Registration Information lately?](#)



Manager's Message

Theresa Gonzales

Manager, Response Personnel Unit



Theresa Gonzales

My name is Theresa Gonzales and I am the Response Personnel Unit manager in the Disaster Medical Services Division at the CA Emergency Medical Services Authority. Our unit maintains the Disaster Healthcare Volunteer (DHV) Program. DHV is California's model for the Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP). ESAR-VHP is a federally mandated program. Each state has its own ESAR-VHP, and in California, it is called DHV. ESAR-VHP was created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies. Within the DHV System, there are paid as well as non-paid opportunities. Please see page 12 for a brief description of each of these Programs.

The DHV System has over 105,000 volunteers registered. The number of volunteers has nearly quadrupled since the COVID-19 Pandemic began. Out of the over 105,000 volunteers registered, 90,000 have a medical occupation. The DHV System also has volunteers in non-medical roles as they are an important resource to fulfill medical missions.

Please tell your friends, family, and colleagues to register to join the DHV Program. California has the capacity to identify healthcare volunteers, recruit them to serve in specific roles and deploy them to locations needing their assistance because of the DHV Program. Thank you for participating in this important effort.

MRC Corner

Lauran Molina

California State MRC Coordinator



Lauran Molina

The Medical Reserve Corps (MRC) is a national network of unpaid volunteers organized locally to improve the health and safety of their communities. MRC Units engage volunteers to strengthen public health, improve emergency response capabilities, and build community resiliency. MRC units prepare for and respond to natural disasters and public health emergencies. This includes wildfires, hurricanes, tornados, blizzards, and floods, as well as disease outbreaks. MRC's have regular meetings, trainings, and have requirements to join. MRC's may be tasked by county officials to respond as a team or as individuals in support of a public health, emergency, or disaster response. In California, there are 31 MRC Units within the Disaster Healthcare Volunteers System. These units can include both medical and non-medical volunteers that support their medical mission.

The MRC's have been crucial in California's COVID-19 response efforts. There have been approximately 2,000 individual MRC volunteers deployed for COVID-19 pandemic response and medical support across the state. Approximately 20 Medical Reserve Corps Units have deployed in California devoting over 100,000 hours for the COVID-19 response. MRCs have deployed in approximately 20 counties, volunteering their time and skills in COVID-19 vaccination clinics, COVID-19 testing sites, COVID-19 hotlines, contact tracing, patient care, Alternate Care Site support, Emergency Operations Center support, etc. MRCs are comprised of Physicians, Nurse Practitioners, Physician Assistants, Registered Nurses, Licensed Vocational Nurses, Emergency Medical Technicians, Paramedics, Medical Assistants, retired medical personnel, non-medical support staff, etc. During the COVID-19 pandemic, California MRC Units have more than doubled in size. There are over 21,500 MRC volunteers within the DHV System in California. MRC's continue to support California's healthcare and emergency response systems as urgent needs arise across the state.

Volunteer with your local MRC and join your community in the fight against COVID-19. More information on MRC's can be found at <https://mrc.hhs.gov/>.

If you have yet to register for your local MRC Volunteer Organization, please login to your account at www.healthcarevolunteers.ca.gov and follow the below steps:

1. Access your Organization's tab, click All Organizations.
2. Expand Organizations, click on the unit in which you reside or closest to where you reside.
3. Select Join to the right of your screen next to that Unit name.

(Please note, if you live in Los Angeles, you will want to expand the Los Angeles County Organizations and then select one of the MRC Units)

Please encourage your friends, family, and colleagues to join the fight in the COVID-19 response and register to volunteer at <https://healthcarevolunteers.ca.gov/> by selecting the nearest MRC Unit to where they reside.



Michael Frenn

Message from Michael Frenn

The California Medical Assistance Team (CAL-MAT) has emerged as one of EMSA's most significant components of the Mobile Medical Assets (MMA) Program. CAL-MAT is comprised of medical and non-medical professionals (physicians, nurses, paramedics, EMTs, logisticians, etc.) who are assigned to a Unit and brought together as a Team to support medical disasters at the local level.

Presently there are 5 Units in California: San Diego, Orange County, Central California, Sacramento, and the San Francisco bay area. Prior to COVID, there were approximately 200 CAL-MAT members spread across these Units. The Program has grown ten-fold, with now over 2000 participants in the Program. Efforts are under-way to establish Units in Los Angeles, Riverside/San Bernardino, and Redding/Shasta.

Typically, CAL-MAT deploys to support all-hazard disaster events, such as evacuation shelters (usually the result of wildfires and floods), field treatment sites, and to provide medical support for Cal-Fire at fire base camps. COVID changed all of that, pushing the Program into areas never before contemplated. CAL-MAT has been critical for the staffing and operation of Alternative Care Sites (ACS), Strike Teams into Skilled Nursing Facilities to head off COVID outbreaks, vaccination efforts, COVID testing sites, and more.

California is a disaster-prone state and will always have a need for programs like CAL-MAT. To find out more information, visit <https://emsa.ca.gov/cal-mat/> or send an email to: CAL-MAT@emsa.ca.gov.



CAL-MAT

COVID-19 Response Efforts – DHV & MRC

Amador County Unit / Public Health

Amador County Public Health has had tremendous support from our Disaster Healthcare Volunteers in our COVID-19 response. From the initial response in March, to the current standing up and running point of distribution (POD) clinics for COVID-19 vaccination, we have had the support of our volunteers. We are a small rural county with public health staff who are stretched well past capacity wearing multiple hats and continuing to pivot on priorities during this pandemic. Without the support and participation of our volunteers, we would not have had the ability to sustain contact tracing efforts nor have the increased throughput for our COVID-19 vaccination clinics. Our sincerest appreciation goes out to Cissy Delany, Kathony Jerauld, Vivian Berry, Mel Welsh, Cindy Coon, Anita Watson, Lori Jagoda, Dr. Bob Hartmann, Marie Lindsey, Debbie Staniford, and all the other volunteers who have stepped up to offer their time in future response efforts.

Berkeley MRC

In 2020, the Berkeley MRC (BMRC) deployed 23 EMTs serving 1153 hours on four missions in response to COVID-19 and the CZU Lightning incident.

BMRC was first activated in March through UC Berkeley OEM for an information gathering effort. Together with the Berkeley Disaster Team, volunteers remotely assisted the UC systemwide response by helping compile daily COVID-19 digests distributed to administrators at all nine UC campuses.

In April, BMRC was activated by the City of Berkeley to provide staffing for COVID-19 testing efforts.



Alongside City employees, Berkeley Fire Department personnel, and providers from Lifelong Medical, volunteers worked as medical assistants and performed OP/NP swabbing at the City's first stationary test site and mobile outreach teams. BMRC volunteers assisted with this effort until September, after which testing services were fully transitioned to other operators.

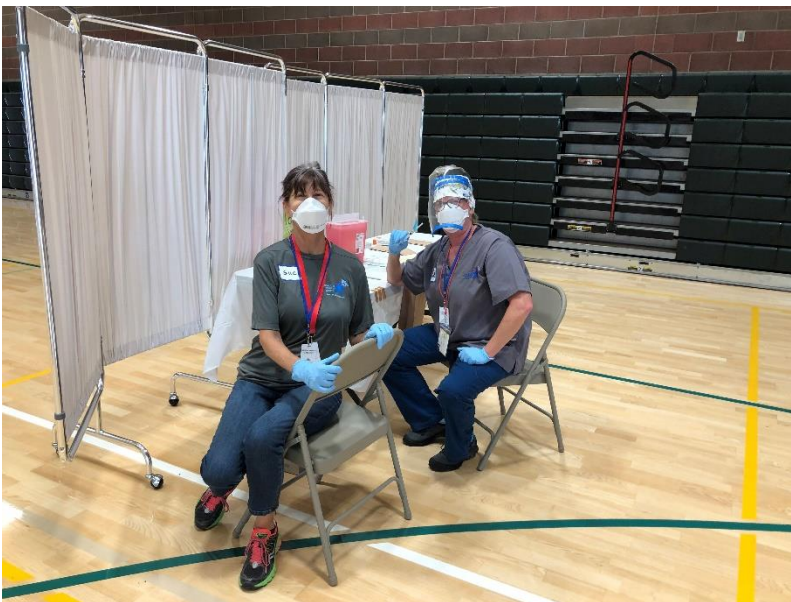
In May, BMRC started deploying EMTs to skilled nursing facilities as CNAs through Alameda County EOC to alleviate critical staffing shortages. EMTs were assigned to several facilities throughout the County and received compensation directly from the requesting facility. Facility staffing needs and the challenge of recruiting interested personnel continue.

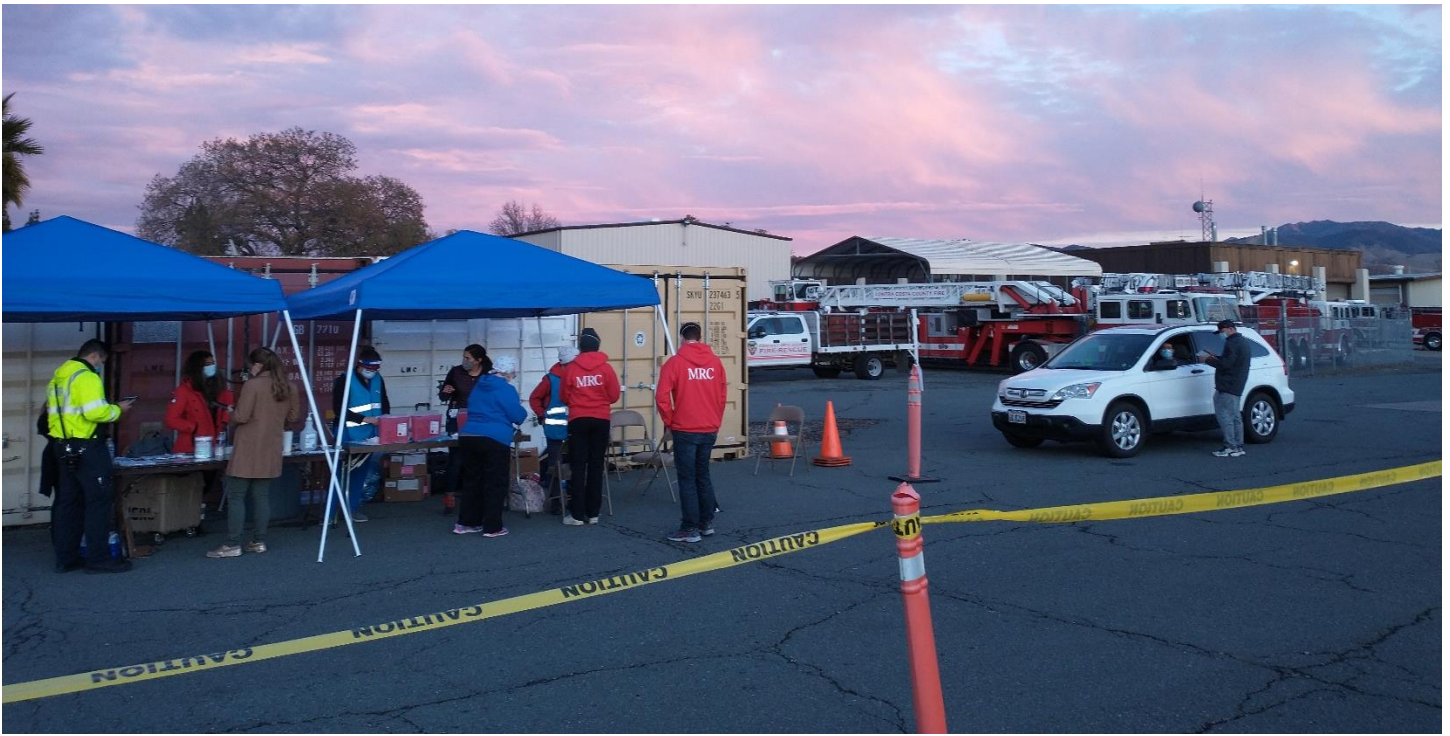
Over Labor Day Weekend, in response to a regional staffing request, BMRC deployed EMTs to Santa Cruz County to provide medical support at evacuation centers for the CZU Lightning Complex.

2020 has demonstrated many opportunities and the value a student-led, University based MRC can provide to support local disaster medical response. However, the impact of COVID-19 on UC Berkeley's campus has certainly not spared the BMRC. The regular operations, community initiatives, training, volunteer numbers, and unit cohesion the BMRC normally enjoys have been significantly impacted from campus closure and volunteers leaving the area for their permanent home. Nonetheless, despite a smaller size, BMRC continues to operate with a dedicated group of volunteers to implement remote training alternatives and work with partners to support disaster medical needs at the campus, local, or regional level.

Contra Costa MRC

"The Contra Costa MRC has been conducting various COVID-19 response missions since the start of the pandemic. We have participated in staffing the PUI hotel, setting up the county's ACS location, and supporting data entry of test results. We partnered with neighboring counties to support their COVID-19 drive-through community testing sites. The Contra Costa MRC also assembled a team to provide training to congregate care facilities on PPE use and reuse, COVID-19 testing, and various infection control topics (disease transmission, disinfection procedures, zoning, etc.). The team has trained more than 150 staff members at 17 facilities. During Fire Season we sent team members to assist Santa Cruz with sheltering for the CZU fire, as well as provided medical shelter operations for the Glass Fire in Napa and Sonoma Counties. The team was instrumental in supporting the counties enhanced influenza vaccine campaign. Being the primary source of staffing for 13 community PODs, a test run for the COVID vaccine. Since the end of December 2020, we have been conducting closed PODs and strike teams to administer the COVID-19 vaccine to Tier 1A of Contra Costa County. We have vaccinated thousands of community members already, from residents and staff of long-term care facilities to firefighters and EMTs."





LA Surge Unit

Over the past year the LA County Surge Unit answered to the call multiple times. In March of 2020 as the Covid-19 pandemic hit portions of LA County a quarantine site was set up at Dockweiler beach in rented RVs. In the early days, our volunteers worked tirelessly moving from RV to RV despite the inclement and windy weather. During this time, a couple volunteers also responded to help work at some of our early Covid-19 Test sites in LA County.

In April, our specially trained team help set-up our MoMS (Mobile Medical System) at Huntington Hospital, as they prepared for a surge of patients. In May as the "stay at home" orders were hitting some of our communities hard we had 13 people volunteer to help with a food distribution program that was set up at various locations around LA County. In January of this year we had several volunteers step up to assist with our Covid-19 Vaccination Clinics as LA County worked to over the Covid-19 Vaccine to first responders.

Sacramento MRC

The Sacramento MRC program has actively supported Sacramento County Public Health with the COVID-19 response effort since March, 2020. Over 200 medical and non-medical volunteers have served an estimated 12,000 hours to date in the following roles:

- Walk up and drive thru vaccination and testing clinics
- COVID-19 Hotline for the public
- After-hours COVID-19 phone guidance for medical facilities
- Flu clinics
- Public Health Laboratory Courier -Delivered test kits, lab specimens, medications, and PPE 7 days a week
- Laboratory Coordinator- Test results data entry
- Contact tracing
- Case investigations



San Bernardino County MRC



San Bernardino County Medical Reserve Corps has been working hard with the San Bernardino County since April of 2020. We have had over 50 volunteers work in some capacity during the pandemic in 2020. We began helping with PPE delivery, to rehabilitation homes, senior homes, clinics, and hospitals. Over the course of April through December, we often ran two vans a day five days a week, with approximately 6 people participating per day. We delivered over 2.8 million pieces of PPE. From June to October the MRC took on the role as food delivery for seniors. We worked twice a week and had 4 people each week deliver. We delivered over 1000 meals during that period.

We also had a team go out to help the county with Alternative Care Sites in the beginning. We visited each SNFT in the county at least once to explain infection disease and how to deal with it in a senior home. What steps to take to keep everyone healthy and how to use PPE effectively. We worked with the county on flu clinics helping in

over 30 clinics, and then in December, started helping with vaccinating for the COVID-19. So far, we have had over 10 volunteers work over 40 hours to help with the vaccine. During 2020 our MRC logged over 3500 hours for COVID-19.

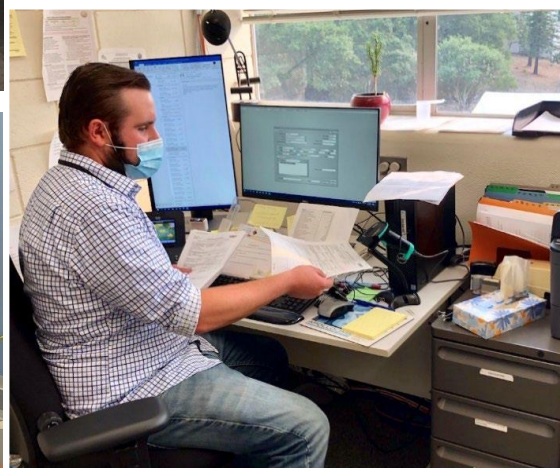
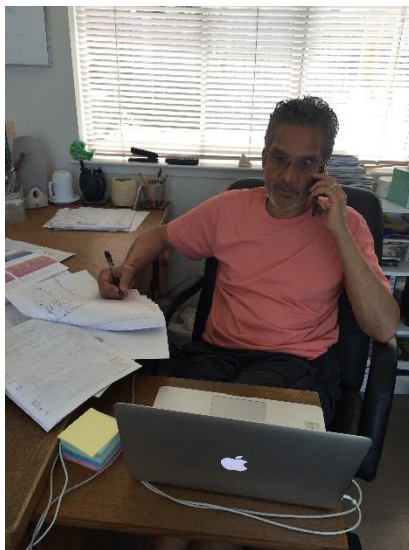


San Francisco County Unit

San Francisco DHVs supported our COVID-19 pandemic response by serving as clinical screeners to help ensure the safety of all members at multiple primary care clinics, welcomed and directed patients at COVID testing sites, conducted community outreach, provided clinical support in the field care clinic, and supported the MHOAC program. We have volunteers who have been involved since the beginning of the pandemic response and cumulatively recorded over 1500 hours.

Sonoma County MRC

The Sonoma County MRC has been busy! 106 volunteers are working 13 projects including COVID-19 Hotline, Public Health Lab, Supply Transport, Meals Transport, N-95 Fit Test, Behavioral Health Warmline, Contact Tracing, and now also Ancillary Vaccination Materials Packing, Signup Assistance for New Volunteers, Vaccination Volunteer, Vaccination Coordinator Assistants, and Test Coordinator Assistant.



Online Disaster Training Opportunities

California is fortunate that over **105,000** volunteers are registered on the DHV System. Volunteers can be notified and given opportunities to serve in critical healthcare and non-healthcare positions if and when a disaster strikes in our state. As you are one of those who have made the commitment to register as a potential volunteer, you may want to take a next step and complete entry-level disaster training. There are on-line FEMA training opportunities you can complete on your own schedule.

If you are registered on the DHV System but are not an MRC member you may not be aware of these free training courses. This training is not a requirement for participation, but we know that the training is easy to follow and gives you a valuable understanding of how disaster operations are managed and how you would fit into the structure during an assignment.



IS-520: Introduction to Continuity of Operations Planning for Pandemic Influenzas

Link: <https://training.fema.gov/is/courseoverview.aspx?code=IS-520>

Course Objectives:

At the end of this course, the students should be able to:

- Explain the differences between seasonal influenza and pandemic influenza.
- Relate the effects of a pandemic influenza to daily organizational operations and basic services.
- Describe strategies for resolving continuity challenges presented in a pandemic situation.

Primary Audience

The primary audiences for this course are personnel at any level of government, representatives from Non-Governmental Organizations (NGOs), or representatives from private industry who may have a need for a basic understanding of pandemic influenza and the impacts that they can expect should a widespread pandemic occur in the United

*Source: <https://training.fema.gov/is/crslist.aspx>

DHV User Tips

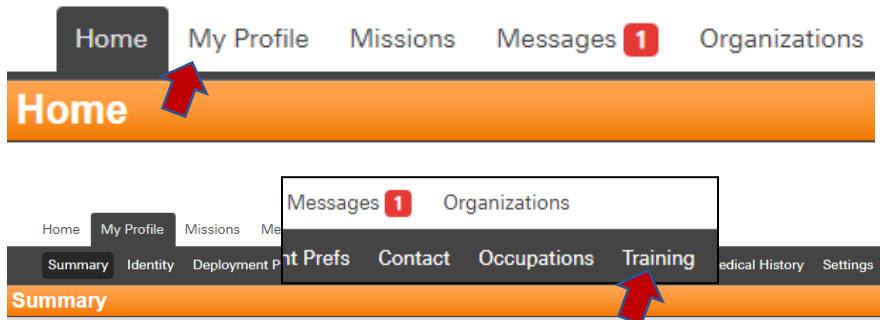
To Upload Completed Training Courses



Step 1:

Log into the Disaster Healthcare Volunteers Website

<https://healthcarevolunteers.ca.gov/>



Step 2:

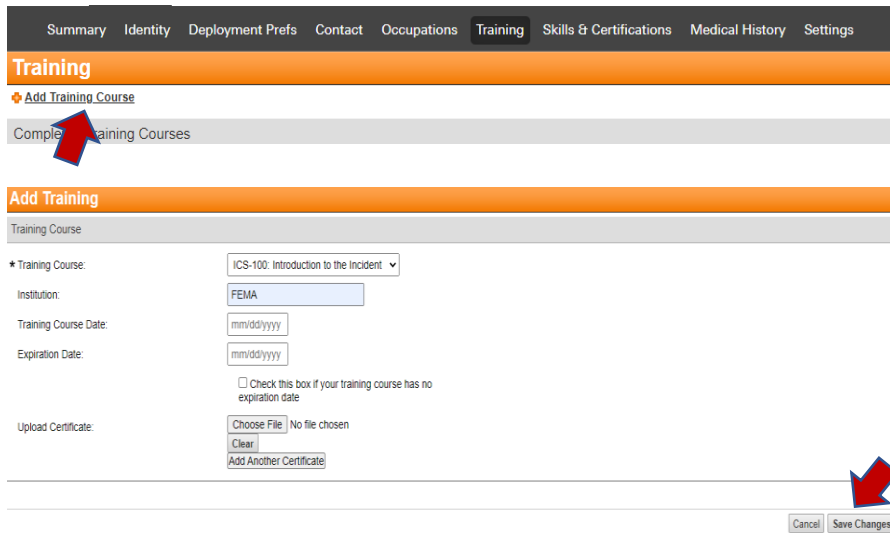
Select the 'My Profile' tab

Step 3:

Select the 'Training' tab

Step 4:

Select the 'Add Training Courses' tab



Step 5:

- Choose the Training Course from the Drop-Down Menu
- Enter the Institution Name, Training Course Date and Expiration if applicable.
- Upload Certificate as an attachment.
- Select 'Save Changes' in the bottom right.

DHV System Opportunities

Disaster Healthcare Volunteer (DHV)	<ul style="list-style-type: none"> Local Resource deployed by local County DHV Administrators Consists of individual volunteers This unit serves as a reserve list of personnel that can be called upon during emergencies There are typically no commitments or formal trainings required - Volunteer unpaid <p>Find more information here: https://emsa.ca.gov/wp-content/uploads/sites/71/2017/07/DHV_Volunteer_Handbook_2014_1.pdf</p>
Medical Reserve Corps (MRC)	<ul style="list-style-type: none"> Local Resource deployed by Medical Reserve Corps Coordinator MRC Volunteers include medical and non-medical personnel who strengthen public health, improve response capabilities, and build community resiliency Respond to emergencies as a team or as individuals in support of a public health or emergency disaster response. Each unit has their own requirements, meetings, and training programs. Volunteer unpaid <p>Find more information here: https://mrc.hhs.gov/homepage</p>
California Medical Assistance Team (CAL-MAT)	<ul style="list-style-type: none"> State Resource deployed by the CA Emergency Medical Services Authority Deployed to support public health emergencies and disasters throughout the state of California that typically deploy for 14 days and may work in austere conditions Highly skilled groups of trained medical and non-medical professionals that form a scalable medical field response team for rapid deployments Periodic training required Members become state compensated temporary emergency hires when deployed <p>Find more information here: https://emsa.ca.gov/cal-mat/</p>
California Health Corps	<ul style="list-style-type: none"> State Resource deployed by the CA Emergency Medical Services Authority locally to support staffing in healthcare facilities impacted by Covid-19 Healthcare professionals sign up for individual deployment shifts based on availability, willingness to travel and skillset. Members become state compensated temporary emergency hires when deployed <p>Find more information here: https://covid19.ca.gov/healthcorps/</p>

Log in to your account at <https://healthcarevolunteers.ca.gov> and follow the below steps:

1. Access your Organizations tab, click All Organizations
2. Expand Organizations, click on the unit in which you reside or closest to where you reside
3. Select join to the right of your screen next to that Unit name.

(Please note, if you live in Los Angeles, and want to select non-paid volunteer organizations, you will want to expand the Los Angeles County Organizations and then select one of the DHV and/or MRC Organization)

Home My Profile Missions Messages Organizations

My Organizations All Organizations

All Organizations

CA Health Corps

CA Health Corps-COVID-19

CAL-MAT

CAL-MAT Unit

DHV Volunteer County Organizations

Los Angeles County Volunteer Organizations

Medical Reserve Corps Volunteer Organizations

CA Health Corps-COVID-19

Description: <https://covid19.ca.gov/healthcorps/>

Join



DHV is California's ESAR-VHP Program

The Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) is a federal program created to support states and territories in establishing standardized volunteer registration programs for disasters and public health and medical emergencies.

Disaster Healthcare Volunteers (DHV), California's ESAR-VHP program, administered at the state level, verifies health professionals' identification and credentials so that they can respond more quickly when disaster strikes. By registering through ESAR-VHP, volunteers' identities, licenses, credentials, and accreditations are verified in advance, saving valuable time in emergency situations.

Why Do We Need ESAR-VHP?

In the wake of disasters and public health and medical emergencies, many of our nation's health professionals are eager and willing to volunteer their services. In these times of crisis, hospitals, clinics, and temporary shelters are dependent upon the services of health professional volunteers. However, on such short notice, taking advantage of volunteers' time and capabilities presents a major challenge to hospitals, public health, and emergency response officials. For example, immediately after the attacks on September 11, 2001, tens of thousands of people traveled to ground zero in New York City to volunteer and provide medical assistance. In most cases, authorities were unable to distinguish those who were qualified from those who were not - no matter how well-intentioned.

There are significant problems associated with registering and verifying the credentials of health professional volunteers immediately following major disasters or emergencies. Specifically, hospitals and other facilities may be unable to verify basic licensing or credentialing information, including training, skills, competencies, and employment. Further, the loss of telecommunications may prevent contact with sources that provide credential or privilege information. The goal of the ESAR-VHP program is to eliminate a number of the problems that arise when mobilizing health professional volunteers in an emergency response.

Disaster Healthcare Volunteers (DHV)

In accordance with federal mandate, California has developed the Disaster Healthcare Volunteers (DHV) Program to facilitate and manage the registration, credentialing, and deployment of volunteer healthcare professionals (VHPs) in California. DHV uses a software system for the management of volunteers, including the registration, notification, communication, and credentialing needs associated with volunteer management. The DHV Program is the single source system operated and administered by local, regional, and state, public health, and emergency medical services agencies.

DHV is administered by all system stakeholders and managed by the California EMS Authority in partnership with the California Department of Public Health (CDPH). DHV volunteers include healthcare professionals (medical, public health, mental health, EMS, and other personnel) who are willing to be called upon in the event of an emergency or disaster. DHV volunteers are pre-registered and pre-credentialed. Deployment of volunteers will follow Standardized Emergency Management System (SEMS) procedures.

To register on the DHV system or get more information, visit our website, www.healthcarevolunteers.ca.gov



Have You Updated Your DHV Registration Information Lately?

We depend upon each of you to update your DHV profile with your correct information. It is important that you take a moment to update your DHV System information when your information changes. Have you moved? Do you have a new occupation or a new employer? Have your email or phone numbers changed?

Please take a moment to update your file. Just log into www.healthcarevolunteers.ca.gov and click on the "Profile" tab. From there, you can navigate through your information. Click on "Edit Information" to make your changes and then be sure to click on "Save Changes" when you have completed your edits.

The DHV Journal is Published and Distributed Via Email

News and information for participants in the Disaster Healthcare Volunteers Program administered by EMSA and operated by System Administrators in local communities and Medical Reserve Corps Coordinators throughout California. This Journal is published and distributed periodically to the partners of the DHV Program.



Dr. Dave Duncan, Director, EMSA
Louis Bruhnke, Chief Deputy Director, EMSA
Craig Johnson, Chief, Disaster Medical Services
William Hartley, Assistant Chief, Disaster Medical Services, Operations
Theresa Gonzales, Manager, Response Personnel Unit
Elizabeth "Polly" Lopez, Response Personnel Unit
Todd Frandsen, Response Personnel Unit
Lauran Molina, Response Personnel Unit
Jesus Ochoa, Response Personnel Unit

EMSA - DHV Journal, 10901 Gold Center Drive, Suite 400, Rancho Cordova, CA 95670

Phone: (916) 322-4336 Ext. 1766

<https://emsa.ca.gov/>